

## Imperial Community College District

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**CLASS TITLE: BUSINESS ANALYST**

**BASIC FUNCTION:**

Under the general supervision of the Director of Application Systems, acts as liaison to assigned business area and provides and recommends solutions to improve processes and delivery of services to students, faculty, and staff through expansion of existing systems or the use of third-party systems and applications; responsible for assisting and leading the updates and changes in the student success web pages; analyze and implement integration/interfacing of systems with the College's ERP system; serve as the administrator of designated third-party applications.

**REPRESENTATIVE DUTIES:**

*The following duties are typical for this classification.*

Serves as the software administrator and support technician for all third-party applications/systems within their assigned business area. *E*

Serves as the content manager of the assigned area webpages. *E*

Work independently and collaborate with the other technical staff and functional staff to implement solutions seamlessly. *E*

Analyze business requirements, select effective solutions, and coordinate with other analysts, IT staff, and management team to insure system integrity, and efficient and effective systems operations. *E*

Performs a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders in the District to achieve business, administrative and academic objectives efficiently and effectively. *E*

Serves as the gatekeeper of all third-party systems and applications working closely with staff and administrators in developing project plans, project schedules, and project deliverables. *E*

Collaborates with other business and technical staff in analyzing the functional requirements of the assigned business areas and develops fit/gap analyses. *E*

Oversees or translates user expectations into enhancement and/or customization of existing software or the recommendation of a new solution (purchased or created). *E*

Acts as liaison between assigned business area's functional staff and IT technical staff in the

development, implementation and enhancement of designated enterprise system modules; leads and facilitates the analysis of assigned business area's business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes. *E*

Trains users on systems processes specific to the assigned business area's software programs and other technical areas, including training guides, written procedures, documentation, manuals and materials for user and staff support. *E*

Consults with and advises deans, administrators and managers on application development, enhancement and maintenance issues; explains technology and process options and assists in analysis and decision making. *E*

Recommends solutions and works with functional users to develop and to implement solutions that aligns with the needs and requirements. *E*

Performs application-level troubleshooting for students, staff, and faculty. *E*

Performs support to functional users during upgrades and patching, and during migration from systems. *E*

Assists in planning and scheduling of upgrades, testing, and roll out of the College's systems that minimizes impact to the operations of the College. *E*

Other related duties as assigned.

## **KNOWLEDGE AND ABILITIES**

### **Knowledge of:**

- Principles and techniques of systems analysis and design using proven tools;
- Principles of modular and integrated testing;
- Work with general programming languages for development and support as needed;
- Principles of query language;
- Principles of system interoperability, scalability, flexibility, and availability;
- Proper English usage, spelling, grammar, and punctuation;

### **Ability to:**

- Develop solutions using Oracle SQL in a production environment;
- Plan, organize, and manage assigned projects;
- Document all work performed in an online service management system;
- Adapt to the use of new and emerging technologies;
- Deal effectively with both novice and experienced users;
- Develop documentations for information systems' activities, processes, and procedures;

- Coordinate with vendors and consultants and effectively articulate requirements and needs in both technical and ordinary language;
- Communicate effectively both orally and in writing;
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of faculty, staff, and students with physical and learning disabilities;
- Work in teams and promote collaboration and communication.

**Skills to:**

- Manage web browsers and client operating systems;
- Respond in a timely and effective manner to IT service desk requests from all campus clients;
- Provide in person and remote support to clients that emphasizes a high level of customer satisfaction and communication;
- Analyze and recommend process improvement to effectively and efficiently improve business processes;
- Problem solve, debug, test, and implement applications/systems;
- Coordinate, collaborate, and communicate to successfully implement projects on budget and on time;
- Work independently or as part of a team if needed to resolve customer problems, plan and implement large scale software and hardware deployments, migrations and upgrades; and,
- Be available and flexible to resolve problems after normal business hours as needed.

**EDUCATION AND EXPERIENCE:**

Associate's degree in computer science, business administration or related field preferred;

and

5 years performing the essential duties and responsibilities of a Systems Analyst or related training;

or

Bachelor's degree from four-year college or university; in computer science, business administration or related field preferred;

and

3 years performing the essential duties and responsibilities of a Systems Analyst or related training;

## WORKING CONDITIONS:

### ENVIRONMENT:

Office environment.

### PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent                |
| 2. | Occasional = 25-50 percent    | 4. | Very Frequent = 76 percent and above |
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| <u>4</u> | a. | Ability to work at a desk, conference table, or in meetings of various configurations.     |
| <u>1</u> | b. | Ability to stand for extended periods of time.   |
| <u>4</u> | c. | Ability to sit for extended periods of time.   |
| <u>4</u> | d. | Ability to see for the purpose of reading printed matter.                                  |
| <u>3</u> | e. | Ability to hear and understand speech at normal levels.                                    |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>1</u> | g. | Ability to bend and twist.   |
| <u>2</u> | h. | Ability to lift <u>25</u> pounds.  |
| <u>2</u> | I. | Ability to carry <u>25</u> pounds.   |
| <u>4</u> | j. | Ability to operate office equipment, computer, or related peripherals.                     |
| <u>1</u> | k. | Ability to reach in all directions.  |

*This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.*